



March 3, 2021

Dear Greg,

Here are the details you requested:

### **Sole Source Criteria and Required Documentation Vendor Letter**

- 1. The product or services being purchased must perform a function for which no other product or source of services exist – what is the unique functionality of this product?**

SnapMD Healthcare, LLC (“SnapMD”) provides a white label, HIPAA, HITECH, HITRUST and SOC II certified Virtual Care Management (“VCM”) telemedicine platform licensed as a Software as a Service (“SaaS”) that allows healthcare providers that you designate to conduct remote visits with your patients via video, voice or DM. SnapMD employs a waiting room that is unique in the industry, with scheduled appointments and a first come first served on demand workflow, unlike our competitors that utilize a booking system. SnapMD also has rules engines that can limit patients from having exams with providers not licensed in their state, and also rules that can be applied to funnel patients with the healthcare providers you would like them sent to. Rules can also be set so that you can apply roles to each clinician and administrator, allowing or disallowing different functions within the platform. Furthermore, SnapMD has the ability to run across your enterprise, and allows multi specialties and patients of all ages. With the multiple workflows possible, you can add a direct-to-consumer strategy with SnapMD, as well as service existing patients remotely or in-office.

SnapMD’s admin interface has a full reporting engine, capable of searching on criteria entered into the system, and exporting into Excel or a CSV file. Additional features include up to six different individuals in the same exam room (commonly family members and members of the clinical team,) screen sharing, annotations and the ability to take and save a screen shot, Provider to Provider chat and consults, the ability to text chat with an administrator or clinician while in the patient queue, the ability to use Bluetooth or USB devices such as stethoscopes, dermatoscopes, otoscopes, and more.

**2. What are the specific business objectives that can be met only through the unique product or services – why does UMMC need the specific unique functionality?**

UMMC is utilizing SnapMD to conduct virtual consults with your own brand, logo, and color. Currently UMMC is using their SnapMD site to engage existing patients.

Patients are able to download UMMC's unique mobile app, and have a consult with a UMMC clinician. UMMC prefers to utilize their own clinical staff, and SnapMD supports that strategy by not providing healthcare providers. When UMMC is ready to branch out to other use cases, they are going to be able to do this with one account of SnapMD.

**3. The product or services must be available only from the manufacturer and NOT through resellers who could submit competitive pricing for the product or services – does the vendor allow resellers/can anyone else give a quote for this item?**

SnapMD does have Value Added Resellers ("VAR"), however SnapMD contractually fully controls the retail pricing, and no VAR can offer competitive pricing to SnapMD.

Yours truly,

A handwritten signature in black ink, appearing to read 'G. Tierney'.

George Tierney  
Chief Operating Officer